6.6.2.5   Administrative Transactions

In addition to ATM and retail POS transaction functionality, the Contractor shall support administrative transaction functionality. Transactions that originate at administrative terminals for on-line transmission to the EBT host are subject to a requirement for two-second EBT host machine throughput for transaction processing, on average. The Bidder shall identify transactions that require extensive data searches that cannot be accomplished within the two-second requirement. The Bidder shall propose a reasonable response time for these transactions. The State may approve exclusion of such transactions from the two-second requirement if the Bidder has demonstrated the need for exclusion to the satisfaction of the State. In no event shall the response time for any transaction exceed fifteen (15) seconds. At a minimum, the administrative transaction set that must be supported includes:

- Account setup
- Update account information
- Add program to an existing card
- Add additional cardholders to existing accounts
- Benefit authorization/cancellation
- Card issuance/activation
- Card replacement
- Recipient PIN selection
- Food coupon conversion
- Status the EBT card as lost or stolen
- Recipient account inquiry (including real-time balance by program)
- Reactivation of inactive accounts
- Debit a food stamp or cash account to pay a replacement card fee
- Voluntary claims repayment

The Contractor shall provide, install and maintain administrative terminal/POS application hardware, software and communication protocols to the State, county offices, and the FNS Regional Office. This shall include terminals for fraud investigators.

For each type of equipment to be deployed, the Bidder shall specify the minimum hardware and software requirements to support the required functionality. The Bidder shall provide administrative terminals that provide the State with performance specifications representing state of the art capacity and functionality. In the event that during the contract, equipment is discontinued or the system has functions that require equipment that has capabilities that exceed the capabilities of the equipment initially being deployed, the Contractor, with the written approval of the State, shall supply replacement equipment at a cost that does not exceed the cost of the proposed equipment. The Contractor shall not be required to replace deployed equipment that is fully operational..

The Contractor shall also supply administrative function software and communication protocols so that administrative transactions may be initiated from government-owned terminals or PCs. There shall be no additional cost for administrative function software provided to run without modification on existing terminal equipment.

Administrative terminal functionality shall include multi-level access controls to ensure that only authorized individuals process administrative transactions or access client account information through administrative terminals. Bidders must clearly explain their Proposal to provide administrative terminal functionality, including multi-level application access control, and must specify the hardware (terminals or other POS terminal configuration) and software that is necessary to support this function. Reports on transactions that originate at administrative terminals must identify the user ID for the transaction.

Meets Requirement: Yes _____   No _____

Reference Document: _____Page(s) _____

Description: _____